

Frequently Asked Questions (FAQ)

ROCHESTER REGIONAL HEALTH

2019 Open Enrollment

www.myROHealth.com/benefits

How long is the 2019 Open Enrollment at Rochester Regional Health?

The 2019 Open Enrollment period begins on November 5 and ends November 16. You may change or view your elections up until the enrollment deadline of 5 p.m. on November 16, 2018.

- **Please note:** United Memorial Medical Center's 2019 Open Enrollment period is December 3-14, 2018.

Is help readily available if I am uncertain about choosing the best benefits plan for myself (and family)?

A schedule of walk-in sessions for assistance will be available at myROHealth.com/benefits as well as in Workday.



Get to know ALEX! Our online interactive benefits counselor will guide you through Open Enrollment by helping you decide which benefit plan(s) best fits your needs. Check out [ALEX](#) today.

- **Important:** ALEX will **not** enroll you in benefits. You will need to log in to [Workday](#) and complete the 2019 Open Enrollment task. A Workday link and an Open Enrollment Knowledge Builder on how to enroll in your benefits is available at myROHealth.com/benefits. Be sure to print a confirmation statement of your newly elected benefits to keep with your records.

Who can be covered under my benefits plan?

Dependent children can be covered under medical, dental, and vision coverage plans up to age 26.

- **Important:** Be sure to add the social security number(s) of any dependent(s) covered on your medical plan.

A domestic partner or spouse can be covered, as well.

- **Important:** If you plan to insure your domestic partner, an affidavit must be submitted for 2019. The form is available on myROHealth.com/benefits.
 - Completed forms can be faxed (585.922.1150); emailed to hrbenefits@rochesterregional.org; or attached to your Open Enrollment task in Workday.

Can I change my benefits after Open Enrollment is over if I'm not satisfied with my plan?

Benefit elections are considered final at the end of Open Enrollment and will remain in place through December 31, 2019. Changes can only be made to your 2019 benefits with a qualifying event (i.e. marriage, birth, death, divorce). Please reference your Benefits Decision Guide for more information.

- **Please note:** If you have a qualifying event, you must submit a Workday request and supporting documentation within 30 days of your event date.

Do I need to select beneficiaries during Open Enrollment?

You may enter or change beneficiaries at any point during the year. It is recommended that you review and make any necessary updates to your Life and AD&D beneficiary designations during the Open Enrollment period.

- **Please note:** To update or change your retirement beneficiaries, call Fidelity Investments (800.343.0860) or visit Fidelity's website (www.fidelity.com/atwork)

What will happen to my Health Savings Account (HSA) if I decide to choose the Copay medical plan in 2019 instead of the Consumer Driven Health Plan (CDHP)?

You may continue to use your Health Savings Account funds to pay for eligible out-of-pocket healthcare expenses. However, you cannot make new contributions to your HSA, unless you enroll in a high-deductible plan in the future.

- **Please note:** Health Savings Account will remain open as long as you have funds in the account.

Can I roll over any money left in my 2018 Healthcare Flexible Spending Account (FSA) and/or Dependent Care FSA to next year?

You must use all funds in your Flexible Spending Account by December 31, 2018. You will need to re-elect these benefits for 2019. They do not roll over from year-to year.

- **Important:** You have until April 30, 2019 to submit claims for eligible expenses incurred through December 31, 2018.

Where can I find a list of Rochester Regional providers?

Visit myROHealth.com/benefits and click on the Medical Providers and GRIPA tile. You will find a list of providers along with their specialty and locations.

When can I expect new medical, dental, or vision and hearing insurance ID cards?

Check your mailbox! New insurance ID cards will be mailed in late December. All employees enrolled in the Basic or Enhanced Dental Plan will receive new cards effective January 1, 2019.

Is there anything I need to do in the new year with my benefits?

Your 2019 benefits will automatically begin on January 1, 2019. It is recommended that you review your first paystub to ensure your deductions are correct. Please notify the Benefits Department of any discrepancies by January 11, 2019.

Questions?

- Visit myROHealth.com/benefits
- Reference your 2019 Benefits Decision Guide
- Contact your Benefits Partner which can be located by clicking on the **Benefits** icon in Workday
- Contact the Benefits Department at 585.922.1100 or via email at HRBenefits@rochesterregional.org